

What is claimed is:

1. A method, comprising:

operating a computer configured to store messages in a database, the computer being operatively coupled to a telephone by a public switched telephone network;

5 receiving a command from the telephone over the public switched telephone network to administer multiple messages stored in the databases having a common trait; and

administering the multiple messages having the common trait in the database in response to the command.

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2. The method of claim 1, wherein said administering includes deleting the multiple messages from the database in response to the command.

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3. The method of claim 2, further comprising:

sending one of the messages stored in the database over the public switched telephone network to the telephone before said receiving, wherein the one message has the common trait; and

wherein said deleting the multiple messages includes deleting messages from the database based on the common trait.

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4. The method of claim 1, wherein said administering includes filing the multiple messages having the common trait into a specified folder in response to the command.

5 5. The method of claim 1, wherein the signal includes a touch-tone signal generated by the person pressing at least one key on the telephone.

6. The method of claim 1, wherein the computer includes an automatic call distribution system.

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7. The method of claim 1, wherein the telephone is of a wireless variety.

8. The method of claim 1, wherein the messages stored in the database include voicemail messages.

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9. The method of claim 1, wherein the messages stored in the database include email messages.

20 10. The method of claim 1, wherein the messages stored in the database include facsimile messages.

11. The method of claim 1, wherein the messages stored in the database include voicemail messages, email messages, facsimile, and pager messages.

12. The method of claim 11, further comprising converting text of the email messages and the facsimile messages to speech.

5 13. The method of claim 11, wherein the common trait includes message type.

14. The method of claim 1, wherein the common trait includes a common subject for the multiple messages.

10 15. The method of claim 1, wherein the common trait includes a common sender for the multiple messages.

15 16. The method of claim 15, wherein the sender includes a caller identification number for voice mail messages.

17. The method of claim 1, wherein the common trait is at least based on when the multiple messages were received.

20 18. The method of claim 1, wherein each of the messages stored in the database includes a subject field, a sender field and a date/time field, the common trait being based on a combination of the subject, sender and date/time fields.

19. The method of claim 1, wherein the common trait includes a word common to the multiple messages.

20. The method of claim 19, further comprising:
5 receiving a series of touch tones corresponding to a particular search term from the telephone;
generating an index of words that are contained in the messages stored in the database in accordance with a degree of similarity to the search term;
sending the index of words to the telephone; and
10 wherein the command corresponds to a selection of at least one of the indexed words by the person.

21. The method of claim 1, further comprising sending a response message to the telephone indicating that the multiple messages were administered.

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22. The method of claim 1, further comprising sending a voice menu list of command options to the telephone.

23. The method of claim 1, further comprising storing new messages in the
20 database.

24. The method of claim 1, wherein the database includes an email server.

25. A system, comprising:

means for storing messages;

means for receiving over a public switched telephone network a command from a telephone corresponding to administer multiple messages having a common trait; and

means for administering said multiple messages having said common trait in response to said command.

26. The system of claim 25, wherein said means for administering said multiple messages includes means for deleting said multiple messages having said common trait in response to said command.

27. The system of claim 25, wherein said means for administering said multiple messages includes means for filing said multiple messages having said common trait into one or more selected folders in response to said command.

28. An apparatus, comprising:

a computer-readable device encoded with a program executable by a computer to store messages, said program being further executable to receive from a telephone over a public switched telephone network an input corresponding to a selection of multiple messages for administration that have at least one common trait; and

wherein said program is further executable to administer said selected multiple messages in said stored messages in response to said input.

29. The apparatus of claim 28, wherein said program is executable to delete said selected multiple messages from said stored messages in response to said input.

5 30. The apparatus of claim 28, wherein said program is executable to file said selected multiple messages into a designated folder in response to said input.

31. A system, comprising:

a database containing a number of messages; and

10 a processor operatively coupled to said database and responsive to an input over a public switched telephone network from a telephone, said input corresponding to an administer multiple messages command of selected multiple messages in the database, said processor being operable to administer said selected multiple messages in said database.

15 32. The system of claim 31, wherein said processor and said database are incorporated into an automatic call distribution system.

33. The system of claim 31, wherein said database is configured to store
20 voicemail messages.

34. The system of claim 31, wherein said database is configured to store email messages.

35. The system of claim 31, wherein said database is configured to store a message sender name for each of said messages and said processor is adapted to administer said selected multiple messages in said database based on message sender names.

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36. The system of claim 31, wherein said database is configured to store a message subject for each of said messages and said processor is operable to administer said selected multiple messages in said database based on message subjects.

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37. The system of claim 31, wherein said processor is configured to administer said selected multiple messages based on when said selected multiple messages were received.

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38. The system of claim 31, wherein an administer multiple messages command includes a delete multiple messages command and said processor is configured to delete said selected multiple messages from said database in response to said delete multiple messages command.

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39. The system of claim 31, wherein an administer multiple messages command includes a file multiple messages command and said processor is configured to file said selected multiple messages in a folder contained said database in response to said file multiple messages command.

40. The system of claim 31, wherein said database includes an email server.